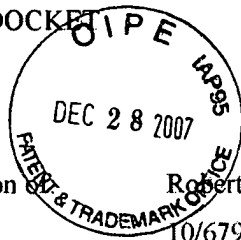


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130332.00043

PATENT APPLICATION
10/679214



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In re Application of Robert R. Bushey *et al.*
Serial No.: 10/679214
Filing Date: October 3, 2003
Group Art Unit: 2614
Confirmation No.: 5961
Examiner: Tieu, Benny Quoc
Title: *System, Method and Software for a User Responsive Call
Center Customer Service Delivery Solution*

Mail Stop – AF
COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

RESPONSE TO FINAL OFFICE ACTION

In response to the Final Office Action mailed July 24, 2007, Applicants respectfully submit the following amendments set forth below and request favorable action thereon.

Amendments to the Claims begin on page 2 of this paper.

Remarks/Arguments begin on page 5 of this paper.